

5.14.5 Live Demonstration

The Live Demonstration will test the EBT system's processing capabilities from the point of transaction entry through authorization, settlement, and funds movement. Live demonstration shall be completed before the Pilot Implementation begins.

Bidder understands and will comply: Yes _____ No _____

Reference Document _____ Page(s) _____

Description _____

5.14.6 Eligibility System Acceptance Tests

After Pilot Implementation, the Contractor shall conduct an Eligibility System Acceptance Test for each new eligibility system as it is added during statewide implementation.

Bidder understands and will comply: Yes _____ No _____

Reference Document _____ Page(s) _____

Description _____

5.15 System Maintenance

Contractor shall update documentation, implement modifications and/or enhancements to the system, and develop required system changes due to State or federal regulation changes. All modifications, enhancements, or system changes must have prior written approval by the State and must occur during non-peak times of operations.

The Contractor shall be responsible for all maintenance of all hardware and software included in the Proposal, including all equipment supplied by the Contractor to retailers, and all administrative equipment purchased or leased by the State or counties, and shall specify in writing the frequency and duration of preventive maintenance specifically for hardware and software (as applicable).

Bidder understands and will comply: Yes _____ No _____

Reference Document _____ Page(s) _____

Description _____

5.15.1 Preventive Maintenance (Scheduled)

A preventive maintenance schedule shall be proposed by the Contractor and must be approved by the State. The schedule for host EBT system preventive maintenance must be flexible enough to allow preventive maintenance of the host system to be performed outside of peak periods of use in order to minimize the impact to the normal operations of the State and counties.

Preventive maintenance at county or State sites will normally occur during reduced-workload periods within regular operating hours. Preventive maintenance schedules may be changed only by mutual consent of the Contractor and the State.

Bidder understands and will comply: Yes _____ No _____

Reference Document _____ Page(s) _____

Description _____

5.15.2 Remedial Maintenance (Unscheduled)

Remedial maintenance is performed by the Contractor on an unscheduled on-call basis arising from hardware and/or operating software failure. Remedial maintenance shall be commenced promptly after notification by a State, county, or retailer representative that hardware or operating software is inoperative. The Contractor shall always be responsive to the maintenance requirements of the State and counties, and shall comply with the response time requirements in Section 5 of the Model Contract, Equipment.

For retailer EBT-only POS equipment and peripheral equipment, on-site assistance shall be provided within 24 hours of the retailer's request seven (7) days a week throughout the year.

Bidder understands and will comply: Yes _____ No _____

Reference Document _____ Page(s) _____

Description _____

5.15.3 Equipment Substitution

The Contractor shall provide one (1) set of spare equipment necessary for card activation and PIN selection in every county site that normally houses such equipment. Such equipment may include POS device, PIN select device, printer, PIN pad. In addition, the Contractor shall provide at least one (1) set of spare card embossing equipment per county, to be deployed to a county site requiring such spare equipment as needed. The Contractor may choose to provide additional spare card embossing equipment to facilitate its fulfilling the remedial maintenance response time requirements.

Site personnel may substitute such equipment in the event that installed equipment becomes inoperable due to equipment failure. The Contractor shall instruct the appropriate personnel in the proper methods of disconnecting failed equipment, physically replacing such equipment with the appropriate spare component, and connecting the spare equipment. After the equipment has been substituted, the Contractor will repair/replace failed equipment according to the requirements specified in Section 5 of the Model Contract, Equipment.

The above-described procedure is intended to assist the Contractor by facilitating its fulfilling the remedial maintenance response time requirements particularly in outlying areas and pertains only to the on-site substitution of major items of operable equipment for inoperable equipment. It is not contemplated that replacement of circuit boards, or any parts, assemblies, or sub-components or operable equipment will be handled in this manner. If such a procedure is agreed upon, the State and county personnel shall use all due care in substituting the equipment, but shall not be responsible, unless they intentionally damage the Contractor's equipment.

The site where spare equipment is located shall provide adequate storage for such equipment, secured with an appropriate lock.